

911 Dispatcher

Police Department

Under general supervision of the Communications Supervisor to perform public safety communication tasks involving the reception of emergency and non-emergency telephone calls requesting police, fire, medical and other emergency services. Requires a considerable degree of initiative and independent judgment within procedural boundaries in responding to persons who may be excited, emotional, disturbed or abusive in a variety of situations. Position requires constant contact with the public during emergency and non-emergency situations. Position requires constant contact with the public in stressful situations that require clear thinking, calmness, stability, and sound judgment. Receives and responds to emergency and non-emergency calls including 911 for police, fire, medical and other Town services. Processes and evaluates information received, prioritizes calls and dispatches required resources; monitors and coordinates police activities and assignments via telephone, radio systems, fax machines, computer aided dispatch system or other communication equipment; maintains status and locations of public safety personnel; assesses and enters sensitive data in local, state and national databases as necessary for investigative purposes. Monitors direct emergency alarms systems and multiple radio channels. Notifies off-duty and on-call personnel when additional manpower is needed. Helps general public at front counter; confirms warrants; manages inventory of impounded vehicles. Monitors burglar alarm systems; performs periodic tests on police and fire radio and warning equipment; types reports; files and maintains various dispatch logs, warrants and other records. Monitors closed circuit television equipment; notarizes statements; updates and maintains various emergency contact information. Performs routine equipment operation verifications.

May be asked to search prisoners in the absence of certified personnel; occasionally assists in other areas of the police department. Ability to testify in court proceedings. Must effectively communicate orally and in writing with others. Required to maintain confidentiality.

Additional Information on the Hiring Process

This position is covered 24 hours a day with various shifts during day, evening and late night hours. **There is no guarantee of which shift a Dispatcher will be assigned to, and the Dispatcher may be required to work weekends and holidays.**

If you are interested in the Dispatcher position and meet the minimum qualifications, we invite you to complete the first step in the application process. Complete and turn in the application to the Human Resources Department and attend a listening assessment on:

LISTENING SKILLS ASSESSMENT

Thursday, January 20th, 2011

at 6:00pm at the

Addison Conference Centre

15650 Addison Road

Addison, Texas, 75001

You will be given a brief orientation about the Dispatcher job and test instructions. No one may be admitted after the testing starts. The test will be graded in the week after the test is administered. Those applicants receiving a passing score of 80% will then be contacted to take the keyboarding test. Those applicants passing the keyboarding test of 25 wpm will be given a Police Department application to complete.

The completed applications will be reviewed by the Police Department to choose the candidates with the best combination of test scores and relevant experience. These candidates will go forward to the next step in the application process, which is an interview panel. After the interviews, selected candidates will go forward in the process with a background investigation and polygraph exam. A candidate may be eliminated at any time in the application process. All the above will be taken into consideration in choosing the best person for this important position.

Position posted:
January 5th, 2011

Minimum Requirements

All positions require a clear background, clear pre-employment drug screen, valid Texas driver's license and safe driving record.

- Two years related work experience, preferably with the Computer-Aided Dispatch System (CAD).
- High school diploma or GED.
- Type a minimum of 25 words per minute.
- General knowledge of office procedures such as filing, bookkeeping, and records maintenance.
- Skill in the operation of dispatch equipment, computers, and two-way radio.
- Ability to speak clearly and distinctly over the telephone and to remain calm, pleasant, and steady in highly stressful circumstances.
- Ability to read, interpret, and apply communications equipment operating manuals as reference materials.
- Ability to establish and maintain harmonious working relationships with fellow employees, Town officials, and the general public.
- Must obtain State Dispatcher Certification within one year of hire as a condition of continued employment.
- Notary license will also be required as condition of continued employment.

TEST DATE

Thursday, January 20th, 2011



Addison Police Department

Benefits

Insurance

- Fully-paid Health & Dental Insurance for employee from date of hire
- Partial payment of premiums for family Health & Dental Insurance
- Choice of HMO or PPO
- Life Insurance paid by the Town, 2X annual salary
- Short-term and Long-term Disability provided by the Town

Tuition Reimbursement

Eligible for tuition reimbursement after trial period.

Holidays

- | | |
|--------------------|-----------------------------|
| * New Year's Day | * Memorial Day |
| * Independence Day | * Labor Day |
| * Thanksgiving Day | * Friday after Thanksgiving |
| * Christmas Eve | * Christmas Day |
| * Your Birthday | (Police & Fire by Policy) |

Vacation & Sick Leave

Accrued, prorated vacation and sick leave for each complete payroll period.

Retirement (TMRS)

Instead of Social Security the Town participates in the Texas Municipal Retirement System - 7% employee contribution with 14% Town contribution at retirement. Fully vested after 5 years.

Deferred Compensation

457 Plan with Town contribution after trial period.

Other benefits include:

Professional Memberships, Addison Athletic Club Membership, Longevity Pay, Employee Assistance Program, and many more.

The Town of Addison is accessible to persons with disabilities. Please call at least 48 hours in advance if you need assistance. The Town of Addison is an Equal Opportunity Employer and does not discriminate on the basis of race, color, national origin, gender, religion, age, or disability in employment or the provision of services.

Town of Addison
Human Resources Department
16801 Westgrove Drive
Addison, Texas 75001-9010

911
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Addison!



**Town of Addison
Human Resources**